

COMMONWEALTH COMMUNIQUE

Issue No. 00-04

The Personnel Cabinet publishes this newsletter for state government employees.

October 2000

Celebrate Employees for Invaluable Service Every Day

Message from Governor Paul E. Patton

It is with much gratitude and respect for the hard work and dedication of each and every public employee, especially our own state employees, that I proclaimed September 11-17 as Kentucky Public Employee Recognition Week. Joining me at the Capitol Rotunda in support of this proclamation were various representatives from employee organizations and agencies including: Ronnie O’Nan, Kentucky Transportation Employee Association; Lee Jackson, Kentucky Association of State Employees; John Moreland, Kentucky Chapter of the International Personnel Management Association; Lana Rose, Kentucky State Parole Officers Association; Jo Juanna Leavell-Greene, Kentucky Women in State Government Network; Jim Grider, Kentucky Association of Transportation Engineers; and Carol Palmore, Personnel Cabinet.



Governor Patton, joined by representatives from various employee organizations and agencies, signs the Kentucky Public Employee Recognition Week proclamation.

To ensure that this received the attention it deserved, I requested agencies to encourage their managers and supervisors to find innovative ways to celebrate this week and recognize employees for their service to the citizens of the Commonwealth. I commend those supervisors who either took the time to organize activities or simply show their appreciation through “pats on the back.” Some agencies chose to share their celebrations with us, and you will find those stories and photos starting on page four.

Although Kentucky Public Employee Recognition Week was an excellent vehicle for highlighting the contributions and accomplishments of our employees, I am issuing a challenge not only to supervisors but to all state government employees to continue to take the time to recognize your co-workers for the outstanding job they do. And let me offer all of you a heartfelt thank you for the time and effort you have invested in serving the citizens of our Commonwealth.

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Revenue Cabinet Wins Hammer Award

The Kentucky Revenue Cabinet, together with the Internal Revenue Service, has won Vice President Al Gore’s Hammer Award for its federal/state TeleFile program. The two agencies developed a program for taxpayers to file both their federal and state individual income tax returns at the same time using the existing IRS TeleFile system - “One Call Does It All.”

“The Kentucky Revenue Cabinet is proud to receive the Vice President’s Hammer Award,” said Secretary Mike Haydon. “Our alternatives to the traditional paper method of filing individual income tax returns continue to gain in popularity. For the 2000 filing season, Kentucky has experienced a whopping 32% increase in electronic filing and 34% increase in telephone filing,” said Haydon. (Continued on page 30)

Did You Know????

by Carol M. Palmore, Personnel Cabinet Secretary

I rarely go through an entire day without receiving a telephone call from a state employee asking about pay grades, salaries, or leave. Even though we in the Personnel Cabinet have made a concerted effort to distribute information about these issues, it seems that we have not reached everyone. Therefore, instead of the usual article, I am devoting this space to bits of information that every KRS 18A state employee should know.

Chart I

Months of Service	Annual Leave Days
0-59 months	1 leave day per month; 12 per year
60-119 months	1 1/4 leave days per month; 15 per year
120-179 months	1 1/2 leave days per month; 18 per year
180-239 months	1 3/4 days per month; 21 per year
240 months & over	2 leave days per month; 24 per year

The amount of annual leave that a state employee accumulates each month is based on the number of months he or she has been employed by state government. Chart I shows you how much annual leave you accumulate each month.

There are maximum amounts of annual leave that a state employee may carry over from one calendar year to the next. The amount of leave that can be carried over is also based on the number of months that he or she has been employed by state government as of December 31 of any given year. Annual leave in excess of these maximums converts to sick leave at the beginning of the next calendar year. (See Chart II.)

Regardless of the years of service, a state employee earns one day of sick leave per month. Upon completion of 10 years of service, an employee is credited with an additional 75 hours (10 days) of sick leave. Upon completion of 20 years of service, an employee is credited with an additional 75 hours (10 days) of sick

leave. These are in addition to the monthly accumulation of 7.5 hours. (Please note that if you are an 8 hour per day employee, you earn 8 hours of sick leave per month.)

It is very important that employees not use sick leave needlessly. This is because sick leave that is accumulated at the time an employee retires is converted into additional months of service. For example, if an employee has 83 hours of unused sick leave at the time of retirement, he or she is credited with an additional month of service with the state. This translates into higher retirement benefits. Under current law, there is no limit on the amount of sick leave an employee may accumulate, and I recently learned of a person approaching retirement who is receiving an additional 14 months service credit because she had over 2000 hours of unused sick leave accumulated. This is a tremendous benefit that few, if any, employees outside our system enjoy.

Let me know what other bits of information you would like to hear about in future articles and I will attempt to include relevant information and charts.

Chart II

Months of Service	Maximum Amount
0-59 months	Thirty (30) workdays
60-119 months	Thirty-seven (37) workdays
120-179 months	Forty-five (45) workdays
180-239 months	Fifty-two (52) workdays
240 months and over	Sixty (60) workdays

Update on Computerized Employee Self-Service

In the July *Communiqué*, I told you about an "Employee Self-Service" Research and Development Project. We are excited to report that we have purchased the software, and work has begun on the implementation of the project. It is our intent to have this in a pilot mode by the end of this year and fully operational by the end of March, 2001. Employees will be able to log on and view their check-stubs, health and life insurance benefits, and leave balances. Also, employees will be able to update an Internet Work Directory for all state employees and provide emergency contact information for use by their employer in case of emergency. The Personnel Cabinet will post progress reports for this project on our Personnel Internet Home Page. The site address is www.state.ky.us/agencies/personnel/pershome.htm. I am very excited about this project and hope it turns out to be a benefit to all employees.

ESS Award Recipients

The Employee Suggestion System Council recognizes and rewards classified (merit) employees for suggestions which lead to an increase and/or improvement in the efficiency, economics, safety, morale, and/or public relations of a state agency. The cash awards range from \$100 to the maximum award of \$2,500. A minimum award for a suggestion is \$100. The suggesters and first-year savings approved for the Third Quarter of 2000 are as follows:

<i>Agency</i>	<i>Suggester</i>	<i>First Year Savings</i>
Cabinet for Families and Children <i>Lora Mason, Coordinator</i>	Bruce Caldwell Jane M. Stevenson	\$1,537.24 \$3,094.68
Justice Cabinet <i>Patrick Bowzer, Coordinator</i>	Rusty Stanley and Terry Haire Mary Jo Brown	Intangible \$4,899,950.00
Revenue Cabinet <i>Janet Creech, Coordinator</i>	Anne Tandy	Minimum
Transportation Cabinet <i>Margaret Kinnaird, Coordinator</i>	Carl Ray Jones James W. Finley Michael A. Phelps	Minimum Intangible \$48,593.12
Department for Military Affairs <i>Mary Elizabeth Harrod, Coordinator</i>	Ricky French and Steve White Norman Ray Baldwin	\$5,913.00 \$14,466.00

Youth Challenge Cadets Visit State Capitol

Open to drug free teenagers 16-18 years of age, Kentucky Youth Challenge is a free program that helps high school dropouts get their GED, prepare to enter the workforce, and earn a stipend of approximately \$2,000. The goal is to offer the discipline, life skills, and education needed to assist young people in getting their lives back on track and become self-sufficient, productive citizens. The 22-week residential academy is voluntary and includes a rigorous schedule of academic studies and leadership/fellowship training. Graduates will also become enrolled in a year-long mentoring program that will assist them in obtaining and keeping employment.

Based in Ft. Knox, the Bluegrass Challenge Academy is operated by the Kentucky Youth Challenge Division of the Kentucky Department of Military Affairs. A wide range of state and local agencies including the Kentucky National Guard, the Department of Education, Workforce Development, Juvenile Justice, and local school boards, as well as community organizations, have joined together to operate the program.

Ninety-four cadets from more than fifty counties are currently enrolled in the program.

For more information on Kentucky Youth Challenge call 877-KY-YOUTH.



Dr. Ed Ford, Deputy Secretary of the Executive Cabinet, offers words of wisdom to cadets from the Kentucky Youth Challenge Academy during a recent visit to the State Capitol building. Ford praised the cadets for their hard work and encouraged them to follow through with their commitment toward education and self-improvement.

Agencies Recognize

As a part of Employee Recognition Week, the **Personnel Cabinet** conducted a one-day employee retreat at the Civic Center in Frankfort. The event was structured as a learning experience which also honored Cabinet employees for their hard work and dedication. "Employee Day" had two main goals: professional development and fun. Mike King, a trainer with the Department of Corrections, attained both goals as he opened the program with his workshop, *What's Your Color?*. Although a good time was had by all throughout the day, employees still learned a lot. Employees visited a series of roundtable sessions which provided information about programs within the Personnel Cabinet, such as the new Performance Evaluation System, Classification and Compensation, Family and Medical Leave, and plans for a new mediation program. One roundtable even provided Health Screening by the nurses in the Cabinet for Health Services. Other special guests included former Wildcats Derrick Ramsey and Winston Bennett who spoke about teamwork and individual as well as group goals. After lunch Bill Hanes, Deputy Commissioner of Benefits Services for the Kentucky Retirement Systems, provided our employees with valuable information about retirement. The day's grand finale highlighted the vocal abilities of the executive staff as they performed a song written by Commissioner Julie True especially for the event. Response to the event was so positive that the Cabinet has started making plans for next year's event. "In addition to providing an opportunity for professional development, our goal was to show the employees of the Personnel Cabinet that they are appreciated and valued. From the positive comments I have received about the day's activities, I think this goal was achieved," stated Carol Palmore, Secretary of Personnel.



Employees at the **Public Service Commission** were greeted with a surprise and some special treatment during the statewide Kentucky Public Employee Recognition Week. On September 12, the Commissioners and Executive staff at the Public Service Commission demonstrated their thanks to the entire staff by hosting a luncheon, distributing PSC employee shirts to each employee, and handing out Certificates of Service. "We have a great staff here at the PSC," said Marty Huelsmann, PSC Chairman. "Every person here works hard from day to day to bring excellent service to the people of Kentucky. Each one of them deserved this gesture of our thanks." PSC employees enjoyed a lunch of fried chicken and mashed potatoes, dished up by Chairman Huelsmann, Vice Chairman Ed Holmes, Executive Director Tom Dorman, and Deputy Executive Director Bill Bowker. Over 30 employees were recognized with Certificates of Service.



Employee Service

The **Kentucky Department for Libraries and Archives (KDLA)** celebrated Kentucky Public Employee Recognition Week throughout the week of September 11-17. KDLA staff began the week on September 11 with a Monday morning "Breakfast Reception." On Tuesday and Thursday of the week, managers took time out for personal "thank you's" and small-scale celebratory events. In the middle of the week, KDLA's managers presented their staff members with large cobalt blue mugs, emblazoned with the words "Thank You, KDLA Staff," and filled with edible goodies. They closed the week out on Friday afternoon, September 15, with a big "Punch and Cookies Reception." So, "Thank You, KDLA Staff!"



Transportation Cabinet managers found innovative ways to celebrate Kentucky Public Employee Recognition Week. Through both organized activities like lunches, break treats, and "pats on the back," employees were recognized for their dedication to the Cabinet. In an effort to show Cabinet support to all employees, the Cabinet held a central office Human Resource Fair with the theme "You Make the Difference," and plans to extend it to the Cabinet's staff during the coming year. Secretary James C. Codell, III stated, "Transportation is proud of its employees, and we want to offer you every chance to succeed as an employee and as an individual." This event provided door prizes, fun games, and human resource related materials. The Transportation Cabinet is very proud of a most valued resource, our employees.



Senior managers of the **Kentucky Higher Education Assistance Authority (KHEAA)** hosted an Employee Appreciation Day Picnic on May 11 to show their gratitude and appreciation for the staff's continued dedication and hard work on behalf of KHEAA. KHEAA employees enjoyed a meal of hamburgers, hot dogs, and all the fixings, which was prepared and served by KHEAA's seven senior managers. Through the efforts of staff during FY2000, KHEAA disbursed \$53 million from grant, scholarship, and work-study programs and guaranteed \$450 million in Federal Family Education Loans to help students pay their higher education expenses. KHEAA was proud to recognize its employees for a job well done!

Kentucky Works Program Wins National Recognition

Bowling Green's Reach Higher and Women in Construction Welfare to Work Job Training programs have jointly been named among the best in the nation. Operated by the Cabinet for Families and Children and the Housing Authority of Bowling Green, the programs provide on-the-job training, classroom instruction, and more to the area's recipients of K-TAP, Kentucky's Temporary Assistance Program.

Teresa Broeckmann, a Kentucky Works program case manager coordinator in CFC's Bowling Green office; Abraham Williams, executive director of the Housing Authority of Bowling Green; and the director of Reach Higher, Judy Garrett, accepted a Best of the Best Award from HUD in Washington D.C. in August. The programs were among 100 selected for HUD's top award from 2,800 entries, and were also listed as among the top 20 programs in self-sufficiency in the nation.

Reach Higher's participants work 32 hours weekly and receive wages instead of K-TAP. Women in Construction's participants receive a total of 40 hours per week classroom instruction and on-the-job training, including apprenticeships with local contractors. Each program lasts six months. Participants in both programs attend life skills classes each Friday, and are eligible for an auto-leasing program funded by CFC. Other services CFC provides include financial assistance for childcare, uniforms, and transportation. The Housing Authority offers reduced rent to participants.

"This award would not be possible without the assistance and support of (CFC's) Department for Community Based Services ... and a (Kentucky Works) case manager on site," Williams said. As of mid-August, the programs had graduated 162 K-TAP recipients and had achieved a 90 percent success rate of finding employment for its graduates.

Debbie Stephens, CFC field services supervisor in Bowling Green, said the training is "a collaborative effort to improve the livelihood of single parents" and has been an asset to the entire community.

Louisville Social Worker Named Kentucky's American Worker of the Year

A social worker in the Louisville Cabinet for Families and Children office, Mary Williamson, has received this year's American Worker of the Year Award for Kentucky. Dickies Workwear selects a worker in each state and a national winner annually in honor of Labor Day. This is the ninth year for the award. Winners are selected from among thousands of essays on nominees who "epitomize an honest day's work."

Williamson was nominated by co-worker Shannon McCure, who said, "Her commitment to her work is spurred on by her desire to help children....She works hard for her four kids, she never calls off work, plus she always looks great."

As a state winner, Williamson received more than \$500 in cash and prizes.

Public Health Employee Receives National Recognition

Donna Clinkenbeard of the Department for Public Health was recently awarded the Thomas E. Maxson Memorial Scholarship for Continuing Education by the Association of Public Health Laboratories. The APHL is a worldwide leader in promoting quality laboratory practices. Thomas E. Maxson was a long time APHL member and Division Director of Laboratory Services 1987-1998. Clinkenbeard, Microbiologist III, has worked in the Public Health Laboratory for 14 years. She has been the Laboratory Training Coordinator since 1997 and has worked very closely with the National Laboratory Training Network, an APHL/CDC training body. The APHL award was presented in recognition of her considerable contributions to improving the practice of laboratory science through training. Congratulations to Ms. Clinkenbeard.



At the award presentation on August 29, shown left to right: DPH Deputy Commissioner Sharon Stumbo, DLS Director Dr. Samuel B. Gregorio, and award recipient Donna Clinkenbeard.

National Honor as Angel in Adoption for Virginia Sturgeon



Virginia Sturgeon

Virginia Sturgeon, an adoption specialist in the Lexington office of the Cabinet for Families and Children, was invited to a banquet in Washington, D.C. September 26, just days before her October 1 retirement. She was one of 120 from across the country honored by the National Congressional Coalition on Adoption as one of the nation's Angels in Adoption. U.S. Representative Ann Northup of Kentucky, a member of the Coalition, nominated Sturgeon for her "leadership and service."

The Coalition is a non-partisan alliance of 149 members of Congress and is dedicated to improving adoption policy and practice, and to focusing public attention on the advantages of adoption. This is the second year the group has named Angels.

Sturgeon was a founder of Kentucky's Special Needs Adoption Program, SNAP, in 1979, and has a special interest in trans-racial and teen adoptions, both professionally and personally. Sturgeon, who is Caucasian, adopted her only child, an African-American, when he was 16. He's now 33 and Sturgeon is the proud grandmother of a 3-year-old. "I love my teenagers," Sturgeon said, "and that's one thing I'll miss about my job when I retire."

She doesn't plan to be idle for long in retirement. She wants to rest until spring, Sturgeon said, spending time with her family and organizing her home office. Then she expects to serve as a consultant with other states, and hopes to focus on trans-racial and teen adoptions.

A native of London, Sturgeon has made Lexington her home since she was a student at the University of Kentucky. While a student, she did a field placement in the Lexington Child Welfare office, now CFC, and moved into a permanent position when she graduated. She's seen many changes in adoptions over the years, including "a great deal of progress" in promoting and supporting adoptions, but the need for more homes continues to increase daily, she said.

Commissioner True Receives IPMA Award

Julie True, Commissioner, Department for Employee Relations, Personnel Cabinet, was presented the Walter R. Gattis Jr. award at the Kentucky Chapter International Personnel Management Association's fall conference at Lake Barkley. This award is presented to a Chapter member who has made significant contributions in the field of personnel management and in the promotion of the Chapter.

True is a 10-year member of the Kentucky Chapter IPMA and since 1997 has served as President elect, President, and Past President of the Chapter. She was Kentucky's coordinator for the very successful 2000 Southern Regional IPMA Conference in Louisville.

True has worked in state government for 31 years and has dedicated her career to creating new programs to help employees. From 1971 to 1987 while with the Department of Mental Health, she served as statewide coordinator for a comprehensive community alcohol and drug education program and helped develop a statewide preventive education campaign to promote positive mental health. In 1987, she designed and implemented the statewide Kentucky Employee Assistance Program (KEAP) for state employees with personal and work related problems. In 1992, she began coordinating the annual Governor's EEO Conference which, under her direction, has grown and improved in quality and attendance and become one of the largest state-sponsored conferences held.

As Commissioner of the Department for Employee Relations since 1996, she continues to work for employees, and her most recent effort has been to secure funding and staffing for the state's new mediation program, which seeks to improve relations among employees in the workplace.

The award is given in honor and in memory of Walter R. Gattis Jr. who was instrumental in the establishment of Kentucky's merit system.



Julie True

Bluegrass Station Employees Share Title



From left to right are honoree Melody J. Rutherford, Administrative Specialist III; W. Cleland White, Bluegrass Station Director; and honoree Robert D. Hunt, Mechanical Maintenance and Operations Manager.

The votes are in and the employees of Bluegrass Station have chosen the Employees of the Year for 2000. Bluegrass Station employees nominate and vote four times each year for the Employee of the Quarter. The Employee of the Quarter honorees then become the finalists for the Employee of the Year honor. Rutherford and Hunt were chosen by the 38 Bluegrass Station employees and will share the 2000 honors on a tie vote. The awards were presented in conjunction with an employee appreciation event at Bluegrass Station on Thursday, September 14, that included a cookout and recreational activities.

The cookout was in celebration of a job well done, not only by Hunt and Rutherford, but also by the entire Bluegrass Station staff, who currently support 50 tenants occupying 83% of Bluegrass Station's available space. The tenants currently have 1,245 full-time jobs at Bluegrass Station, which amounts to an estimated \$34.5 million annual tenant payroll that is pumped into Central Kentucky's local economy.

Juvenile Justice Honors Outstanding Employees

The Kentucky Department of Juvenile Justice hosted its fourth annual awards luncheon on September 7, at the Radisson Plaza Hotel in Lexington, to honor twenty-four employees for outstanding performance. Staff members from each division of the Department, as well as one individual selected for special recognition by the Commissioner, were honored.

The recipient of this year's Commissioner Award was Gary Sewell, Facilities Regional Administrator for the Department's Eastern Region Division. Sewell oversees the operations of Breathitt County Regional Juvenile Detention Center, Campbell County Regional Juvenile Detention Center, and the Cadet Leadership and Education Program. He played an instrumental role in developing the Department's statewide transportation unit plan and statewide juvenile detention plan. His dedication to the field of juvenile justice is commended.

In addition to Sewell, the following individuals were also honored:



Front Row L-R: Rosemarie Hay, Mavis Williamson, Katrina Whaley, and Beverly Calhoun; Middle Row: Antoine Bland, Brenda Reed, Doug Wilson, Cate Jewell, Mitchell Gabbard, and Gary Sewell; Back Row: Jim O'Donnell, Kevin Robinson, Jo Ann Henning, Miranda Denney, Karen C. Weber, Kathy Stigall, Madeleine Dunaway, and Chris Lovelace.

Day Treatment Employees of the Year

Brenda Reed, Western Region
Cate Jewell, Eastern Region
Kevin Robinson, Central Region

Residential Employees of the Year

Rosemarie Hay, Western Region
Chris Lovelace, Eastern Region
Karen C. Weber, Central Region

Youth Workers of the Year

Ronnie Tyler, Western Region
Beverly Calhoun, Central Region
Mitchell Gabbard, Eastern Region

Group Home Employees of the Year

Beverly Williams, Western Region
Shawn Neal, Eastern Region
Dawone Ford, Central Region

Community Services Employees of the Year

Madeleine Dunaway, Western Region
Mavis Williamson, Eastern Region
Antoine Bland, Central Region

Other Recognized Employees

Katrina Whaley, Western Region
Miranda Denney, Eastern Region
Jo Ann Henning, Central Region
Kym Newcom, Support Services
Jim O'Donnell, Administrative Services
Kathy Stigall, Staff Development
Doug Wilson, Detention
Kris Maybrier, Classification

KDA Web Site Earns National Honor

FCW.com, the joint on-line version of Federal Computer Week and Civic.com magazines, recognized the Kentucky Department of Agriculture's Web site in its State and Local 50 Awards, which spotlight groundbreaking information technology projects from all over the country.

In honoring the Department's Web site, the judges wrote: "The Kentucky Department of Agriculture is the first to offer a free Web site to agricultural producers on which they can promote their farm products. The Department unveiled a new Web site in August 1999 with a free service that allows producers and other agricultural entities to build sites that are then listed in the Department's on-line KDA Country Store and Farm Store (www.kyagr.com/buyky).

"The site attracts five to 10 new businesses daily. Users applaud its ease of use and have praised the Department for using technology to help Kentucky farmers, who have faced increasing hardships because of drought, low commodity prices, and the drastic reduction in tobacco as a key revenue source."

Judges looked for projects that made a significant impact on a state, county, or local community; saved agencies money or improved daily operations; paved the way for social and economic improvement; and set standards or served as models for government agencies nationwide.

KDA Communications Division Wins KAGC Awards

Staff members of the Kentucky Department of Agriculture's Division of Public Relations and Communications won a total of 10 awards on August 29 at the Kentucky Association of Government Communicators' annual Blue Pencil/Gold Screen Awards Luncheon, held at the Capital Plaza Holiday Inn in Frankfort.

Winners were Teresa Lauder milk, Ted Sloan, Jim Trammel, and Byron Brewer.

Among awards presented were recognitions of: *Kentucky Agricultural News*, a free quarterly publication offered by KDA and created by the division; "Kentucky Agricultural Statistics," an annual updating of agriculture facts and figures; and *The Grapevine*, KDA's employee newsletter.

Doug Thomas is director of the Division of Public Relations and Communications.

Department of Education's Office of Communications Wins Awards

The Kentucky Department of Education's Office of Communications and the Web Development Committee garnered six awards at the Kentucky Association of Government Communicators' annual Blue Pencil/Gold Screen Awards Program on August 29. The competition recognizes outstanding print and broadcast projects developed by and for local, federal, and state government agencies.

Kentucky Teacher, the department's professional publication for educators, received an Award of Excellence in the tabloid category. The publication is produced by the Division of Public Information.

The Division of Media Services received an Award of Excellence for *Inside Kentucky Schools*, the department's twice-monthly video program.

The department's Web Development Committee received the Award of Excellence in the Internet Web page category.

Barbara Burch, one of the department's graphic artists, picked up three awards just a few days before her retirement in late August. She received an Award of Merit for the CATS Report Card in the technical publication (4-color) category; an Honorable Mention for "How We Achieve - Basic Facts About Kentucky's New Testing System" in the brochure (4-color) category; and an Honorable Mention for "Testing in Kentucky" in the tabloid (4-color).



Education

Scholarships Give CFC's Newest Social

When her professors offered Katherine Norris the deal, they warned her there was a downside.

Sure, they told her, she'd get full tuition for her last two years of school, plus a stipend for expenses and special training in her chosen field. But she'd have to agree to work two years for the state Cabinet for Families and Children in child protection and family services. Few graduates want to tie themselves for that long to the unknown territory of their first full-time position. But Norris knew exactly what she was getting.

She laughed. "The downside is a guaranteed position in my dream job? I told them they'd have to come up with a better downside than that."

Norris is one of the first 36 graduates of the Cabinet's Public Child Welfare Certification Program. Offered at seven universities around the state, the program aims to produce the best-trained and most highly-motivated social workers to serve Kentucky's troubled families.

"Certification is an integral part of our effort to increase the number of highly qualified social workers serving Kentuckians," Governor Paul Patton says. "This program draws the best and the brightest into one of the state's most crucial jobs."

"Part of our objective is to reduce the turnover rate," says Rose Pennington, Training Specialist and central coordinator for the certification program. "Child Protective Services is a tremendously stressful job."

Because program participants receive practical experience in addition to classroom instruction, Pennington says, they "can hit the ground running. They don't have to take three weeks off for training, and they aren't so overwhelmed by the job."

Two months into her dream job as a Social Services Worker in Lexington, Norris still sees no downside. Neither do her supervisors.

"I've always wanted to do child protection," Norris says. "This is a tough job, but the kids are worth it."

Norris got her first case her second day on the job. Within a week she was carrying a full case load and taking on responsibilities months earlier than non-program graduates. She spent Labor Day at the University of Kentucky Medical Center at the side of a young mother delivering her second child.

"She's getting a divorce from the husband who beats her, and all her family are in South Dakota," Norris says. "She didn't have anybody else to be with her, so I was there." Two days later Norris was juggling the mother's release from the hospital, picking up a car seat for her new baby, plus her two dozen other cases.

"It's still overwhelming," she says, "but without the (certification program) training, I would just die. I can't imagine doing this job without that training."

The two-year program technically adds two required courses to the classic four-year social work degree, but in a practical sense offers and demands far more from its students. Through retreats and video-conferencing, students learn from professors at other schools as well as their own, and from expert speakers ranging from long-time social workers to Cabinet Secretary Viola Miller.

Most importantly, their additional training is focused specifically on child protective and family support services, in detail not offered by general social work study programs. Students also get practical experience working with front-line social workers. The specialized training accomplishes two goals: giving the students knowledge that otherwise would not be learned until they took the job, and weeding out those not suited to work that can be unpleasant.

When witnessing the autopsy of a child who died due to shaken-baby syndrome only served to reinforce her desire to help protect such children, Norris knew she was right for the job.

"It's not a job for everybody," she says. "The scholarship is not enough. This job is too hard. You have to want to do this. I do love this job and these kids."

Pennington concedes that it takes a special person to excel in the



Katherine Norris

Pays...

Workers a Head Start

program. "The students who do make this commitment are the cream of the crop," she says. "They have the dedication."

Norris points out that part of the training is in reducing stress and avoiding the burnout that attacks so many workers in child-protection services. That makes program graduates more likely to stay on the job. And reducing turnover is not the only way the program will save the Cabinet money.

"This is a crisis-oriented job," she says, "but the program encourages us to look for solutions to problems before they become crises. We try to solve underlying problems that affect many families. Because we are better trained and have the skills and the knowledge base, we will be able to keep families from recurring in the system. This program will save money in the long run."

Secretary Miller agrees. That's one reason she authorized the 1999 certification program to enlist up to 10 students from each of seven participating universities: Eastern Kentucky University, Morehead State University, Murray State University, Northern Kentucky University, Spalding University, the University of Kentucky and Western Kentucky University.

"We are thrilled with the success of our pilot class of Public Child Welfare graduates," she said. "We see these graduates as the future leaders of the Cabinet."

"Only dedicated people will stay," Norris says. "This is too hard a job not to love."

Earlier this year Redmon was sponsored by Peter Bennett, Scotland Yard, and approved by Rollard L. Soule, B.A.; C.L.P.E., Professor Emeritus, University of Louisville and Regional Representative for the State of Kentucky, and committee members of the International Association for Identification (I.A.I.) for acceptance into the I.A.I. on February 11, 2000.



Teresa Hornbeck-Redmon

She had the opportunity for advanced training this summer when she traveled to Vancouver, British Columbia, for Advanced Composite and Electronic Facial Identification Technique training with the Royal Canadian Mounted Police and Scotland Yard.

Redmon's ardent drive and agency support provided her with the opportunity to attend the FBI Academy in August, 2000. There she received intense instruction in Forensic Facial Imaging which consisted of freehand composites, fundamental particulars of the ever-fascinating human face, cognitive interviewing process, memory retrieval, two- and three-dimensional facial reconstruction, post-mortem reconstruction, complexities of victim trauma, facial growth, and aging.

Redmon has been very successful in pioneering the "Forensic Artist" position in the Kentucky State Police. She not only has the freehand skills other forensic artists have, but also has computerized technical skills of AutoCAD, 3-D Animation, and numerous other computer skills.

She continues to enhance her computer skills... keeping pace with the changes in technology and is nearing completion of a degree in Design and Technical Engineering at Kentucky State University. Redmon has received two exceptional awards from Kentucky State University at the 37th annual "Honors Convocation" on April 13, 2000 – the "Presidential Award" and the "Outstanding Drafting and Design Scholarship Award" presented to the student in this major with the highest GPA.

Redmon teaches criminal investigation classes to the officers in the field about skills and equipment available, and her expertise is utilized by all facets of law enforcement (i.e., FBI, U.S. Marshals, Attorney General's Office, ATF, and state and local law enforcement agencies).

Redmon Pioneers Forensic Artistry at KSP

Teresa Redmon, an 11-year veteran with Kentucky State Police, doesn't patrol an area, doesn't wear a uniform, and doesn't carry a weapon, but she is one of the most valuable assets of the Kentucky State Police. She is the only "Forensic Artist" in the state of Kentucky and is employed with the leading law enforcement agency of the state. She was the recipient of the 1999 "Administrative Services Award" and the 1999 Kentucky State Police "Employee of the Year" Award.

KYVU, KCTCS Announce On-line Associate Degree

Students will be able to earn an associate degree without leaving the comforts of home because of a cooperative venture between the Kentucky Community and Technical College System (KCTCS) and the Kentucky Virtual University (KYVU).

The two institutions announced in August the creation of Kentucky's first totally on-line associate degree. Students will be able to complete the Associate in Arts degree, which focuses on a business curriculum, entirely over the Internet.

The degree consists of courses that are designed to transfer to bachelor's degree programs in business offered by Kentucky universities.



"We live in a 24-hour-a-day society, and our colleges must accommodate the busy lifestyles of today's students," said Dr. Michael B. McCall, KCTCS president. "This on-line degree will enable us to deliver a quality education whenever and wherever a student needs it."

"KCTCS is a leader in on-line learning, and this complete AA degree available anywhere, anytime, marks one of the most advanced concepts for delivering full degree programs in a student-friendly fashion," added Dr. Mary Beth Susman, CEO of the virtual university.

KYVU officials and KCTCS faculty developed the on-line course formats for the degree, which will include classes delivered by all of the 13 community colleges in KCTCS. This fall, students may choose from 19 courses and two labs in the 61-hour program of study. In the future, the offerings will continue to expand.

Students may enroll at a home KCTCS campus, which will provide support services such as financial aid and advising. KCTCS students enrolled at any community or technical college may take the courses as long as they meet the usual admissions and degree program requirements. Students also may enroll through the KYVU web site at www.kyvuu.org or by calling KYVU toll-free at 1-877-740-4357.

"Students can pick and choose what courses they take at any given time, and they don't have to take all of them over the Internet – they can take classes on-line or in person," McCall said. "And because students have many choices available through distance learning, we will ensure that all courses are both convenient and high-quality."

The AA degree comprises general education and business courses. The general education courses include Writing I, Writing II, Introduction to Literature, Basic Public Speaking, Introduction to Music, Introduction to Art, History of the United States through 1865, History of the United States since 1865, Introduction to Sociology, General Psychology, Principles of Economics, Introductory General Chemistry, Basic Ideas of Biology, Introduction to Physics, and College Algebra. The courses in the business core include Statistical Method, Introduction to Computers, Financial Accounting, and Managerial Uses of Accounting Information.

The on-line AA degree is only one aspect of distance education in Kentucky.

The Kentucky General Assembly created the KYVU in 1997 to coordinate the delivery of quality on-line courses offered by Kentucky's public and private colleges and universities. In its first year of operation, during the 1999-2000 academic year, the KYVU enrolled nearly 2,600 students from 116 of Kentucky's 120 counties, 18 states, and seven foreign countries. This fall, the KYVU will offer nearly 160 on-line courses that lead toward associate's, bachelor's and master's degrees and doctoral programs. The courses are taught by faculty at 22 of Kentucky's accredited colleges and universities.

KCTCS is offering 80 courses over the Internet this fall semester. Last spring, KCTCS institutions enrolled 2,558 students in courses delivered via various modes of distance learning, including Internet-based courses; classes delivered through interactive television sites on college campuses; and courses telecast on Kentucky Educational Television. KCTCS served about 15 percent of all students enrolled in spring 2000 through the KYVU.

KCTCS includes 15 technical colleges and 13 community colleges. KCTCS colleges change lives by providing accessible and affordable education and training through academic and technical associate degrees; diploma and certificate programs in occupational fields; pre-baccalaureate education; adult, continuing, and developmental education; customized training for business and industry; and distance learning. For more information, visit the KCTCS web site at www.kctcs.net.

The KYVU is an innovation of the Commonwealth of Kentucky and the Council on Postsecondary Education. KYVU is a student-friendly, technology-based institution that provides Kentuckians access to higher education and training programs anywhere, anytime. The KYVU web site is at www.kyvuu.org.

Virtual Library Courier Service to Boost Interlibrary Loans

Citizens across the Commonwealth now have more timely and reliable delivery of interlibrary loans, thanks to a free ground courier service provided by the Kentucky Commonwealth Virtual Library.

The KCVL negotiated the contract on behalf of 182 of the state's public and educational institution libraries. The service went into effect on August 3.

The library-to-library delivery service makes it possible for a resident serviced by a small library to request a book or resource from a larger library and have it delivered to the requesting library in as little as 24 hours.

"This is one of the KCVL initiatives to make information resources easily and quickly accessible to all Kentuckians," explained Ling-yuh W. (Miko) Pattie, the director of the KCVL.

Prior to the contract, some libraries had to set limits on the number of interlibrary loans or pass the cost on to the consumer because they were confined by their own budgets to pay shipping costs.

Jackie Griffiths, assistant library director of the John F. Kennedy Memorial Library in West Liberty, said the courier service allowed her library to lift the \$1 fee assessed on interlibrary loans.

With this service all citizens will have quick and easy access to collections housed in Kentucky libraries, and that, said Pattie, is a key benefit of the service.

"So many of our libraries are exclusive repositories for regional and local content-rich collections. Residents remote from those libraries now have greater access to these wonderful treasures," Pattie said.

While a brief adjustment period to synchronize pick-up and delivery schedules is anticipated, the goal is overnight delivery to the local library most convenient to the patron requesting the materials. However, some smaller libraries have pick-up and delivery two or three times a week, which is still more expedient than prior to the contract.

Helen Williams, the director of the Rowan County Public Library in Morehead, said she appreciates having the service.

"It's just wonderful for us and our patrons," said Williams. "We will be able to really encourage the use of interlibrary loans."

At Madisonville Technical College, Library Director Jackie Calvert said she anticipates that this service will also increase public library use.

"This is a boost to all our libraries in the state. We will be able to provide more resources to our patrons which should increase library use overall," explained Calvert.

The KCVL is a part of the Kentucky Commonwealth Virtual University and is open seven days a week, 24 hours a day. Through the KCVL, Kentuckians can access more than 30 electronic databases with close to 5,000 full-text journal and newspaper titles and on-line library catalogs with nearly 10 million volumes housed in Kentucky libraries.

Residents can also request scanned journal articles to be delivered electronically. For more information, visit the KCVL at its web site at www.kcvl.org or call the library's call center toll-free at 1-877-740-4357, Monday - Friday, from 8:00 a.m. to 7:00 p.m.

Articles contained in this newsletter were submitted by respective agency information liaisons. To submit articles, contact your agency liaison.

Comments and suggestions are always welcome. We may be reached at (502) 564-3433 or 1-800-471-1753 or e-mail us at debbie.sutherland@mail.state.ky.us

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Governmental Services Center

Message From the Executive Director

by Bob Peters

On July 16, 2000, Margaret McClain was travelling in western Kentucky with two other GSC staff members, Ed Klee and Kathy Wade, when she suffered a serious aneurysm of the brain and shortly after that, a heart attack. After being taken by ambulance to the hospital in Madisonville, she was airlifted to Norton Hospital in Louisville. After a five-week struggle for life, Margaret passed away on August 23 just a week from her 59th birthday.

As we reported in the July edition of the *Communiqué*, Margaret had just recently been named Director of the Kentucky Certified Public Manager program. She was travelling to conduct orientation sessions for new participants in the program when she was stricken. She was totally committed and involved in the CPM program and was looking forward to an active and enthusiastic role in pursuing our goal to make it the best in the country.

Margaret was raised in Lewisburg, West Virginia, received a bachelor's degree at Mary Baldwin College in Virginia, and a master's degree in education at Midwestern University in Texas. After completing her master's degree in 1975, Margaret came to Kentucky and worked in the Mayor's office in Louisville. She began her service with state government in 1980 and came to GSC in 1996 after holding several positions in other state agencies including Associate Superintendent for Instruction in the Department of Education. She also worked for the Department of Libraries and Archives, the Cabinet for Families and Children, and the Department of Commerce. In addition, Margaret was also a proud mother and grandmother. She frequently shared stories with us about her children and grandchildren.



Margaret McClain
1941-2000

Margaret made many significant contributions to GSC during her time here. When I first became executive director, she was the person I depended on most. For several months she had to handle the duties of Executive Secretary and Assistant Director as well as her own because of vacancies. During her time at GSC her office door was always open to anyone who had a problem, or who just needed someone to listen. Her training in counseling was obvious in the way she helped people cope with both personal and professional problems.

We will all miss Margaret McClain very much. She was an outstanding employee, a creative, positive and enthusiastic leader, and a friend and colleague to all of us.

Ed Klee Named MED Manager

GSC Executive Director Bob Peters has selected Ed Klee as the new Manager of Management and Employee Development for the Governmental Services Center. Klee fills the position responsible for leading the planning, coordination, and conduct of the many workshops and related services offered to state employees and agencies.

Ed Klee brings 10 years of experience at GSC to his new position. He first came to work for state government in the Department of Libraries and Archives in 1976 and was an assistant director when he left in 1990 to come to GSC. Klee has a BA in anthropology, and master's degrees in both library science and conflict resolution. He also is a Certified Public Manager. He is a member of the American Society for Training and Development and newly installed President of the National Association for Government Training and Development. Klee also serves as Manager of the Kentucky Certified Public Manager program, and is one of Kentucky's representatives to the National Certified Public Manager Consortium.



Ed Klee was recently named manager of Management and Employee Development Branch at GSC.

New GSC Team Members



Pat Wasson (L) and Donna Simpson (R) are new GSC staff members.

Newest members of the GSC staff are Donna Simpson and Pat Wasson. Both are Administrative Specialist III's and are part of our Administrative Services Team. Donna came to GSC from Natural Resources where she was a Purchasing Officer. Her duties will focus primarily on purchasing and maintaining the inventory of GSC training materials and supplies. Pat Wasson comes to us from the Finance and Administration Cabinet where she has been doing MARS training for the past 18 months. Pat previously worked for the Cabinet for Families and Children. At GSC her job is to be the coordinator of the Registrar system used to register people for GSC workshops.

GSC Values Parks' Leaders

GSC Executive Director Bob Peters (center) presents a Certificate of Appreciation to Jim Goodman (left), Director of Resort Parks, and Dan Glass (right), Deputy Commissioner. The certificates were presented to the Kentucky Department of Parks for their contributions in providing quality facilities and services for GSC workshops held in state park facilities. GSC uses several of the resort parks for workshops held outside the Frankfort area because of their convenient locations and quality customer service.



Frequently Asked Questions About GSC Enrollment

If you aren't familiar with how to enroll in GSC workshops, here are some questions and answers that will give you a brief outline of how the process works. You can find details on the GSC web site at <http://www.state.ky.us/agencies/finance/depts/gsc/gscpage.htm> or give us a call at 502-564-8170.

Q What workshops are available?

A You can find information about the workshops offered by GSC and a current schedule at least three months in advance on the GSC web site. The web site also offers descriptions of the workshops. A new quarterly schedule is released in every edition of the *Communiqué*. For example, the schedule in this edition is for January-March, 2001. Since this edition is issued around the end of October that means a schedule is currently available for the next five months, November through March. The new quarterly schedule is normally released to agency liaisons and posted on the GSC web site 3-4 weeks before it appears in the *Communiqué*.

Q How do I register for a workshop?

A Registration is done through GSC liaisons within each agency. Most of them have on-line access to the Registrar system that is used for enrollment. Every agency has its own policies and procedures regarding how applications are made and who has to approve them. Check to determine your agency's procedures.

Q When my liaison enters my name for a class am I registered?

A No. Initially every one is entered on a wait list, and then GSC fills the slots available in the workshop based on a formula that provides equitable distribution of available slots to agencies. When GSC moves you to enrolled status you will receive an e-mail or mail notice that your enrollment has been confirmed for this workshop. At that point you will be enrolled. If at any time prior to the workshop you determine that you are not able to attend, please notify GSC to allow us to fill your slot from the wait list for that workshop.

Q What happens if the wait list is too long, and I am not confirmed for the workshop?

A You will remain on the wait list, and it will be used to fill vacancies that occur when people have to cancel their enrollment. We will also look at future sessions of the same workshop to see if space is available. If a significant number of people are on a wait list for a particular workshop, we will attempt to schedule an additional session. Wait lists are not maintained beyond the quarter.

Q Can I just show up for a scheduled workshop even if I am not confirmed?

A No. Our experience over the past 12 months has been that workshops are almost always full and often overbooked. We have a limited space available and can only accommodate a certain number of participants per workshop. You must be enrolled and confirmed in advance.

Q How many workshops can I take?

A There is a general limit of three workshops per quarter. This helps ensure that all employees who want to attend have an equal opportunity.

Q If I am in the Certified Public Manager program do I have a preference over other employees in being accepted into workshops?

A No. However, we will try to assist CPM candidates who need particular workshops and are facing deadlines for completion of the program, and we will try to accommodate their needs.

KCPM Graduation Scheduled

This year's graduation ceremony for the Kentucky Certified Public Manager Program will be on Thursday, November 9, at the Frankfort Civic Center. Approximately 69 state employees will be eligible to receive the Certified Public Manager designation, and more than 100 will receive the Certificate of Management Fundamentals.

Governmental Services Center 2000 Quarterly Workshop Schedule

Training conducted in Frankfort is held in the Academic Services Building (ASB) on the campus of Kentucky State University. Training rooms are listed under location. All cars without approved parking permits, as well as those illegally parked, are subject to towing. Workshops are also conducted at state parks, universities, and other facilities as noted under location. All workshops begin at 8:30 a.m. unless otherwise noted.

WORKSHOP	LOCATION	JAN	FEB	MAR	CEU's
Assessing Organizational Performance: Tools and Techniques	542 Pine Mountain		22	8	
Behavioral Interviewing	539 Pennyryle	30-31		15-16	1.6
Building Assertiveness Skills					1.56
Business Writing for Today's Managers	536			6	.72
	536			27	
Customer Service	539		27		.81
Dealing with Conflict	536	3-4			1.59
	Ky Dam Village		13-14		
Developing High Performing Teams	Pine Mountain	9-10			1.56
	539			13-14	
Dynamics of Strategic Planning	539	23			
	Jenny Wiley		1		
Effective Meeting Skills	542		6		.72
	539			28	
Equal Employment Opportunity	539	24			.75
Executive Branch Ethics					.43
Facilitation Skills	Ky Dam Village	17-18			1.68
Fundamentals Of Budgeting					.84
Improving Interpersonal Communication	Ky Dam Village	17-18			1.47
	539		20-21		
	536			20-21	
Intro to Process Improvement	542	4			.78
Leadership I	Jenny Wiley	9-12			2.73
Leadership II					2.73
	542			27-30	
Leadership III	542	23-26			2.73
	Pennyryle		13-16		
	542			6-9	
Managing Human Resource Systems	536	9-10			
	536	24-25			
Managing Organizational Change					1.47
Managing Relationships at Work	542		13-14		1.41
	Jenny Wiley		20-21		
New Managers Survival School	539		1-2		1.56
Performance Management	536		27-28		1.50
	Pine Mountain			6-7	
Personal Strategies for Navigating Through Change	536		1		.78
Problems and Decision	542		20-21		1.53
	536			8-9	
	Pennyryle			13-14	
Project Management	542		7-8		
	539			1-2	
CPM Project Writing Seminar (Current Phase I and Phase II CPM Candidates Enrolled PRIOR to July 1, 2000 Only)	536		12 (8:30am)		N/A
Time/Stress Management	539			22	.84
Train The Trainer	536	16-18			2.52
Workplace Violence	536		15		.50



Civic.Com Presents Awards to Three State Agencies

Civic.Com sponsored the first annual *State and Local 50* awards, seeking groundbreaking information technology projects from across the United States. The criteria for the projects included: 1) innovative state or local IT systems that made a significant impact on a state, county, or local community; 2) IT projects that saved agencies money or improved daily operations; 3) policies that paved the way for social and economic improvement; and/or 4) projects or policies that set standards or served as models for government agencies nationwide.

Kentucky received three of the 50 awards. The Governor's Office for Technology, Office of Geographic Information (OGI), received an award for their Self-Service Geographic Information System. OGI is among the first to build a web site to provide free access to geo-referenced photographs of the state.

The aerial images, which are called Digital Ortho Quarter Quads (DOQQs), have map-like capabilities that make them useful for engineering and planning projects. DOQQs are the foundation of the Kentucky Statewide Digital Basemap and are used in geographic information systems. Previously, raw DOQQs were inefficient and difficult to access. Now, they are available as images that can be downloaded and used by even a low-end computer. Kentucky DOQQs can be viewed and selected by county, either on CD-ROM or via the Internet at http://www.state.ky.us/agencies/finance/depts/ogis/new_web/data/content.htm. Counties and municipalities that previously could not afford to buy the data can now build their own geographic information systems.

The Kentucky Department of Agriculture also won an award for the Kentucky On-line Stores for Agricultural Producers, which is the first to offer a free Web site to agricultural producers on which they can promote their farm products. The department unveiled a new Web site in August 1999, with a free service that allows producers and other agricultural entities to build sites that are then listed in the department's on-line KDA Country Store and Farm Store, which can be viewed at: <http://www.kyagr.com/buyky/index.htm>.

The Kentucky Virtual High School, which started in January, 2000, also won an award. This program became one of the country's first statewide programs offering on-line high school (<http://www.kvhs.org/>). Courses include algebra, geometry, chemistry, physics, Spanish, German, Latin, Latin literature, humanities, and college-level calculus. The courses are available to adults working toward passing the General Educational Development test, people learning English as a second language, home school students, homebound students, and youths in juvenile justice system.

For additional information on *State and Local 50* winners, refer to the September issue of Civic.com at: <http://www.civic.com/civic/SL50/2000/intro.asp>.

Three GOT Executives Head National Organizations

Aldona Valicenti, Chief Information Officer, was elected President of NASIRE at their annual conference in September in Baltimore, Maryland. NASIRE represents the Chief Information Officers of the states. The vision of NASIRE is to help Chief Information Officers (CIOs) achieve state and citizen success in the knowledge economy. Its mission is to shape national IT policy through collaborative partnerships, information sharing and knowledge transfer across jurisdictional and functional boundaries.

NASIRE's organizational goals include:

- Establish a National Voice to promote strategic partnerships
- Enhance Service Delivery through Information Sharing in and across the states
- Establish a NASIRE Brand to serve as the resource for state CIOs, policy makers, and the IT industry

NASIRE was founded in 1988, with its national headquarters located in Lexington, Kentucky.

In December 1997, Governor Paul E. Patton appointed Valicenti as the first Chief Information Officer for the Commonwealth of Kentucky. She also serves as a member of the Executive Cabinet.

David Ballard, Executive Director, Office of Infrastructure Services, was elected President of the National Association of State Telecommunications Directors (NASTD), in September, in Boston, Massachusetts. NASTD is a member-driven organization whose purpose is to advance and promote the effective use of telecommunications technology and services to improve the operation of state government.

NASTD members represent telecommunications professionals from the 50 states, the District of Columbia, the U.S. territories, and the private sector. State members are responsible for the provision and management of state government communications facilities and systems for state agencies and other public entities including hospitals, prisons, colleges, and universities. Members play a strategic role in planning and shaping their states' telecommunications infrastructures and policies.

NASTD was founded in 1978 and has been an affiliate of the Council of State Governments (CSG) since 1980, with its headquarters in Lexington, Kentucky.

Ballard has worked for Kentucky State Government for 31 years. Most of his work experience has been with the Department of Information Systems (DIS), where he has also served as Director of the Network Services and the Telecommunications Divisions. DIS and its functions were transferred to the Governor's Office for Technology during the 2000 legislative session.

Susan Carson-Lambert, Executive Director, Office of Geographic Information, was elected President of the National States Geographic Information Council (NSGIC) at their annual conference in October in Lake Tahoe, Nevada. NSGIC is an organization of states committed to efficient and effective government through the prudent adoption of geographic information technologies. Members of NSGIC include delegations of senior state geographic information systems managers from across the United States. Other members include representatives from federal agencies, local government, the private sector, academia, and other professional organizations. NSGIC membership includes nationally and internationally recognized experts in geographic information systems (GIS), and data and information technology policy.

Governor Paul E. Patton appointed Lambert in April of 1996 as the Executive Director of the Kentucky Office of Geographic Information Systems (OGIS). The OGIS was renamed as the Office of Geographic Information (OGI), and the office and functions were transferred to the Governor's Office for Technology during the 2000 legislative session.



Left to right: Susan Lambert, President of NSGIC; Aldona K. Valicenti, President of NASIRE; and Dave Ballard, President of NASTD.

KyCares.net Is Underway

KyCARES.net is on-line and growing almost daily. This service guide and resource directory can be found on an easy-to-use Internet site that provides quick access to information about health, human, employment, and other services statewide. (For a first-hand look, visit the home page at <http://www.kycares.net>.)

A public awareness campaign will soon begin to let more Kentuckians know that KyCARES.net is available, and improvements are already being planned for later this year.

Four major additions planned for later this year include:

- A self-referral component that will let clients choose to have their names forwarded to service providers via e-mail
- A facilitated guide to services that will help people who have some familiarity with computers assist those who have minimal computer skills
- Service screening information that will help people determine whether they are likely to be eligible for a particular assistance program
- An improved way to organize the list of service providers to help users find them more easily

KyCARES.net



Guiding You to Services

Do you have any questions or comments? Support can be reached at e-mail address: kycares.support@mail.state.ky.us.

KyCARES.net, an EMPOWER Kentucky initiative, is a collaborative project of the Cabinets for Families and Children, Health Services, Workforce Development, Transportation, Justice, and Department of Education.

Personnel Streamlines Register Process

The Personnel Cabinet has fully implemented another EMPOWER Kentucky initiative that streamlines the process to fill Registers: a web-enabled Register/Employee Records System.

This new system greatly improves efficiency by allowing managers to have instant access to their employees' records as well as registers and applications for filling their vacancies. It also reduces the time it takes to fill registers from an average of 66 days to 12 days, saving thousands of hours of employees' time in agencies. In addition, providing the information in electronic format has led to the elimination of 10,000 paper registers and 672,503 paper applications that are mailed to agencies annually.

For additional information, please contact David Cooke or Lucy Karsner in the Personnel Cabinet at Lucy.Karsner@mail.state.ky.us or 564-6920 ext. 2632.

Leadership Team Meets on Performance Budgeting

One critical piece of legislation passed during the 2000 session of the General Assembly, the budget bill, requires that cabinets develop a four-year strategic plan to meet goals outlined by Governor Paul Patton with the next biennial budget. To that end, Secretary Crit Luallen and Budget Director Dr. James Ramsey convened a leadership team to develop recommendations and guidelines for agencies to accomplish this process. The team will also nominate agencies to participate in pilots for performance budgeting.

Based on the successful results from Governor Patton's EMPOWER Kentucky initiative, the office of the State Budget Director and EMPOWER Kentucky will form a partnership to move the strategic planning design and development process forward. The leadership team will present their recommendations to the Strategic Planning Steering Committee which includes the current EMPOWER Kentucky leadership team. Every cabinet will be represented on either the Process Leadership Team or the Steering Committee to ensure government-wide input and participation.

At the Executive Cabinet retreat held in August at the Kentucky Horse Park, Dr. Ramsey presented the plans for this process which were endorsed by the Cabinet. The Process Leadership Team, which had its first meeting on August 28, established primary goals to:

- Meet the provisions for strategic plans set forth in the budget bill
- Ensure clear links between the budget bill and Governor Patton's goals for strategic planning to be incorporated into the next biennium
- Build on existing strategic plans that have been established in some agencies

The team plans to provide recommendations to the steering committee no later than November 16, with actual implementation to begin at the beginning of the year.

Government Briefing: The New Economy and Electronic Government

Government Technology Magazine and Aldona K. Valicenti, Chief Information Officer for the Commonwealth of Kentucky, hosted an executive briefing on the "New Economy and Electronic Government" on Wednesday, August 30, at the Capital Plaza Holiday Inn, Frankfort. There were 220 local, state, and county government participants, as well as other attendees from across the state.

The keynote speaker was Don Pearson, Executive Vice President/Group Publisher, Government Technology. Panel participants included: James R. Ramsey, State Budget Director, Governor's Office for Policy and Management; Michael Childress, Executive Director, Kentucky Long-Term Policy Research Center; Kris Kimel, Chief Executive Officer, Kentucky Science and Technology Corporation; James H. Graham, Jr., Director, Telecommunications, University of Louisville; and Dr. Mary Beth Susman, Chief Executive Officer, Kentucky Virtual University. The event was exclusively sponsored by Gateway, a leader in meeting the technology needs of governments.



Dr. Mary Beth Susman, Kentucky Virtual University; Michael Childress, Executive Director, Long Term Policy Research Center; and speaker Kris Kimel, Chief Executive Officer, Kentucky Science and Technology Corporation.



Dr. James Ramsey, State Budget Director, Governor's Office for Policy and Management addresses the crowd.

CHS EMPOWER Project to Empower Other Cabinets



Dan Roller (left), a milk inspector with the Milk Safety Branch, demonstrates the new handheld computer for use in the field to Jim Career with the Department for Public Health's Commissioner's Office.

"An inspection is an inspection is an inspection," according to David Klee, director, Division of Public Health Protection & Safety, Department for Public Health. "When we started our EMPOWER Kentucky mapping process, one of the very first things that jumped out at us was that inspections are universal. It doesn't really matter whether inspection is for food, safety, sanitization, radiation, or hospitals. The same basic principles apply across the board."

So, it was in this spirit that the Simplified Regulatory Project moved forward. Soon all 15 milk inspectors will have computers about the size of a clipboard and use stylus pens in a point and click system to make inspections.

"The goal is to do an inspection without ever having to hit a keystroke and we've reached that goal." The system offers a drop down menu with canned comments for choices as appropriate. However, the system is not limited to the canned comments. If a new situation arises, the inspectors can write in new comments that then become part of the database for future use.

When inspectors complete their work, they will immediately print a copy of the report for their customer using a companion printer, not much bigger than the clipboard-sized computer, located right in their vehicle. At the same time, the inspectors will transmit this data by telephone, cell or cable, to the central office in Frankfort. The benefits of this new computer system do not stop there. These computers are powerful enough to run the entire Microsoft office suite product. This includes e-mail and allows for faster more efficient communications between field and central office staff. For example, the system will work great for timesheet transmittal.

"We are really excited about our project and can't wait to share it with other agencies." As a matter of fact, the first knowledge transfer meeting was March 16 with the Public Protection Cabinet where David Klee and his Empower team demonstrated that, indeed, an inspection is an inspection is an inspection.

MARS Customer Resource Center Ready and Willing to Assist for Duty

Over the past several years, major changes have taken place in accounting and management for Kentucky government systems. Change brings an opportunity to learn new things, but sometimes assistance is needed to bring familiarity. To that end, the Finance and Administration Cabinet has a Customer Resource Center in place to serve other agencies in state government as they become more familiar with the system.

The CRC has three major components: the Help Desk, Training, and Continuous Process Improvement that are geared to help people with all levels of expertise in Administrative Services.

Twelve people stand ready to assist via phone or e-mail to work out the problems that come in via the Help Desk. Three trainers are available to teach agencies how to operate the new systems and the others provide administrative support to the center. All are cross-trained so that assistance is available when needed and since problems have a tendency to arise at the most inopportune time.

But the CRC staff are not the only people working on issues. These folks are backed up by others who provide technical expertise from the Division of Material and Procurement Services, Division of Statewide Accounting Services, Division of Administrative Policy and Audit, Office of Technology Operations, and the Governor's Office for Policy and Management.

Here's a list of FAQ's that may help provide direction should problems arise:

When can I contact the Help Desk?

Help Desk Hours: 8:00 a.m. to 5:30 p.m. EDT/EST, Monday through Friday. Note the Help Desk is closed between Noon and 1:00 p.m. on the first, second, and fourth Mondays of each month and between 9:00 and 10:00 a.m. on the third Monday for staff planning.

Who can contact the Help Desk?

State employees and clients as well as vendors who do business with the state who have questions about financial and procurement information and MARS software issues or administrative services procedures.

How can I contact the Help Desk?

Phone us, e-mail us, or contact us via the web site that allows users to log in and forward inquiries over the Internet.

Phone: 1-877-973-HELP (4357)

Local calls: 564-9641

E-mail: FinanceCRDGroup@mail.state.ky.us

Internet: <http://resource.cstate.ky.us/> and log in.

When you contact the CRC by phone, you'll get a recorded message that gives three options for getting information. Select 1 or 2 to get a person and 3 gets you voice mail that lists system alert messages. If lines are busy, you'll get voice mail that will inform you that your call will be answered in the order it is received.

E-mail will confirm the receipt of your question, and you will receive a reply as soon as your question is answered. The Internet track will give you a reference number for your inquiry which will allow you to access information via the web.

Here's what the CRC can answer for you:

- How to process MARS documents, actions for when MARS can't be accessed, how to handle error messages, and other assistance with administrative services
- Training requests and those for MARS enhancements and software
- Questions or problems about Best Value and Pro-card
- Technical assistance for MARS software
- How to register if you are a new vendor
- How to reset passwords which must be done via an e-mail addressed to FINANCECRC.GROUP@mail.state.ky.us using the user ID

Note: CRC can not reset Advantage passwords. Only agency or GOT technical support can do that. We can help you find out who your agency technical contact is.

Organizational maintenance: Any changes to your organizational listing should be sent via e-mail to the FinanceCRDGroup@mail.state.ky.us address through your Agency Implementation Lead (AIL).



Customer Resource Center Employees, pictured Front Row (L-R): Vickie Cravens, Connie Downey, Melody Barker; Second Row (L-R): Kathy Hutcherson, Connie Halfhill, Lisa Mathers, Marie Gardner, Ellen Huffman, Barbara Aldridge, Harry See; Third Row (L-R): Karen Robinson, Susan Lynn, Lloyd Barkley and Larry Clarke.

The Internet: A Business Tool for Employees and Citizens

The Internet is made up of thousands of connected networks that provide access to millions of sites containing various types of information and services. Many of you may be already using it for ordering books, goods, and airline tickets. In our jobs, we use the Internet for sending and receiving e-mail, keeping informed about legislation and regulations, research, networking with peers, and many other business activities. This has been an exciting and useful tool in helping us do our jobs well.

The Governor's Office for Technology (GOT) provides Internet access for agencies connected to the Kentucky Information Highway (KIH). Most state agencies, along with local governmental agencies, area development districts, K-12 schools and some post secondary education institutions, use the Internet access managed by GOT.

Use of the Internet has grown astronomically over the past five years. Just like our highways, the Internet highway can get crowded when many people are using it and sending or receiving lots of data. GOT will continue to support and expand the infrastructure, but the key to maintaining high quality and robust Internet access is for employees to use Internet resources for business activities. All employees are encouraged to read and adopt the **Acceptable Use Policy for Internet and E-mail** (see below) http://www.state.ky.us/got/policies/got_060.pdf

According to Aldona Valicenti, Commonwealth of Kentucky's Chief Information Officer (CIO), "PCs are business tools and are provided to help us to do our jobs better. Abuse of Internet access and resources by employees can hurt the Commonwealth's business activities. Examples of activities that have already impacted the Internet are chain letters and all kinds of viruses (Melissa, Life Stages, I love you, etc.). These activities can cause unnecessary slowness to the Internet and its resources." As part of Governor Paul Patton's vision to improve access to government services, the Internet will continue be used to provide electronic government services, applications, and resources to our citizens.

GOT POLICY/PROCEDURE

Policy Number: GOT-060

Effective Date: 5/15/96

Revision Date: 1/20/2000

Subject: Internet and Electronic Mail Acceptable Use Policy

Policy Maintenance: The Governor's Office for Technology, Office of Infrastructure Services and Office of Policy and Customer Relations share the responsibility for the maintenance of this policy. This policy is to be adhered to by all agencies and employees within the Executive Branch of state government. However, agencies may choose to add to this policy, in order to enforce more restrictive standards as appropriate.

Therefore, employees are to refer to their agency's internal policy, which may have additional information or clarification of this enterprise policy.

Responsibility for Compliance: Each agency is responsible for assuring that employees within their organizational authority have been made aware of the provisions of this policy, that compliance by the employee is expected, and that intentional, inappropriate use may result in disciplinary action pursuant to KRS 18A up to and including dismissal.

It is also each Executive Cabinet's responsibility to enforce and manage this policy. Failure to comply may result in additional share service charges to the agency for GOT's efforts to remediate inappropriate usage.

Policy: The Governor's Office for Technology (GOT) furnishes the communications backbone for users of the Kentucky Information Highway (KIH). The KIH is an enterprise shared resource and acceptable practices and common guidelines must govern its use. This Acceptable Use Policy represents a set of guidelines to be followed when using KIH or any other networks which are used as a result of their KIH connection, such as **Internet and E-mail**.

In compliance with the laws of the Commonwealth and the guidelines provided herein, employees of the Commonwealth of Kentucky are encouraged to use the Internet and E-mail to their fullest potential to further the State's mission, to provide service of the highest quality to its citizens, to discover new ways to use resources to enhance service, and to promote staff development.

The acceptable use of Internet and E-mail represents the management of a state business resource. Supervisors should work with employees to determine the appropriateness of using the Internet and E-mail for professional activities and career development during working hours, while insuring that employees do not violate the general provisions which prohibit using the Internet and E-mail for personal gain.

Monitoring tools are in place to monitor employee's use of electronic mail and the Internet. Unless secured by an approved encryption method, employees shall have no expectation of privacy associated with E-mail transmissions and the information they publish/store on the Internet using Commonwealth's facilities.

Supervisors are encouraged to identify Internet and E-mail training needs and resources, to encourage use of the Internet and E-mail to improve job performance, to support staff attendance at training sessions, and to permit use of official time for maintaining skills, as appropriate.

In summary, state employees should use the Internet and E-mail, when appropriate, to accomplish job responsibilities more effectively and to enrich their performance skills. The Internet and E-mail afford unprecedented opportunities for conducting research and disseminating (publishing) job-related information.

However, excessive personal use of the Commonwealth's E-mail or Internet resource shall lead to loss of privilege to use them.

Employee Responsibilities:

- State employees have an obligation to use their access to the Internet and E-mail in a responsible and informed way, conforming to network etiquette, customs, courtesies, and any or all applicable laws or regulations.
- Employees must secure all E-mail containing sensitive or confidential information during transit with approved security services or encryption tools, if and when available.
- As with other forms of publications, copyright restrictions/regulations shall be observed.
- Employees shall be aware that their conduct/information they publish could reflect on the reputation of the Commonwealth. Therefore, professionalism in all communications is of the utmost importance.
- Employees shall represent themselves, their agency or any other state agency accurately and honestly through electronic information or service content.
- Use of the Internet and E-mail for personal gain or personal business activities as defined in a commercial sense such as buying or selling of commodities or services with a profit motive.
- Engaging in illegal activities or using the Internet for any illegal purposes, including initiating or receiving communications that violate any laws and regulations, including KRS 434.840-434.860 (Unlawful Access to a Computer) and KRS 512.020 (Criminal Damage to Property Law). This also includes malicious use, spreading of viruses, and hacking. Hacking means gaining or attempting to gain the unauthorized access to any computers, computer networks, databases, data or electronically stored information.
- Transmitting statements, language, images or other materials that are reasonably likely to be perceived as offensive or disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious, or political beliefs.
- Use of abusive or objectionable language in either public or private messages.
- Knowingly visiting pornographic or illegal sites, disseminating, soliciting, or storing sexually oriented messages or images.
- Misrepresentation of oneself or the Commonwealth. This includes the use of false or misleading subject headers in the distribution of E-mail or presentation of information.

Agency Responsibilities:

- Agencies are responsible for the content of the published information and for the actions of their employees. The Governor's Office for Technology's (formerly Kentucky Information Resources Management Commission) policy on **Electronic Mail as Public Record** should be observed.
- Commercial uses by agencies must be approved by GOT to make sure they do not violate the terms of GOT's agreement with the Commonwealth's Internet provider. No reselling of access is allowed.
- Sending or forwarding chain letters.
- Distributing or forwarding unsolicited commercial E-mail.
- Soliciting money for religious or political causes, or advocating religious or political opinions.
- Using official dissemination tools to distribute personal information to include any information that constitutes an unwarranted invasion of personal privacy as defined in the Kentucky Open Records Act, KRS 61.870.

Unacceptable Uses: Since the Internet and E-mail constitute an uncensored worldwide network of networks, which provides for peer-to-peer communications between participants, they also have great potential for misuse.

Use of Commonwealth of Kentucky Internet and E-mail resources is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of acceptable use policies may result in revocation of access, notification of agency management, and disciplinary action up to and including dismissal. Examples of inappropriate conduct include, but are not limited to:

- Copying, disseminating, or printing copyrighted materials (including articles, images, games or other software) in violation of copyright laws.
- Other activities and non-business related activities that will cause congestion and disruption of networks and systems includes, but are not limited to, Internet games, on-line gaming, unnecessary Listserv subscriptions and E-mail attachments, and chat rooms, such as Internet Relay (IRC), I SeeK You (ICQ), AOL Instant Messenger, and similar computer conferencing chat rooms on the Internet.

KECC Campaign Heads to the Finish Line!

by Secretary Ron McCloud, Chair



With just two weeks to go in the Kentucky Employee's Charitable Campaign, the excitement is building as we near our goal of \$1.4 million. I have had the opportunity to meet personally with many of you as we conducted more than 250 KECC informational meetings around the state and I have been energized by your enthusiasm for this year's campaign, appropriately dubbed "Teamwork 2000."

We've stressed that payroll deduction is the easiest way to contribute to the KECC, and many of you have chosen this method of participation. In addition, your agencies have held a cornucopia of fund-raisers including a golf tournament, yard sales, silent auctions, chili cookoffs, pig roasts, breakfasts, 5k races, book sales, talent shows, drawings for football and basketball tickets, a raffle for a ski trip, and even a haunted house! We even had Roy Kidd, head coach of Eastern Kentucky University's football team, give a rousing keynote speech at our Half-time celebration on October 4.

When Governor Patton appointed me chair of the 2000 KECC, I had high expectations because my experience has shown that state employees are the most generous folks around. We genuinely care about the health, welfare, and safety of our fellow Kentuckians and as public servants we work every day to make life better for them.

By the time you read this, we will only have two weeks left before our grand finale event, scheduled for November 14, at the Civic Center. And in case you are still hedging about filling out that pledge form, consider these facts:

- Just \$2 of your paycheck each pay period will sponsor parenting instruction for two families;
- \$4 each pay period will cover the cost of a Christmas basket for a family of four; and
- \$6 a paycheck will sponsor camping opportunities for three special needs children.

This winter will be especially hard on Kentucky families as the heating costs are expected to increase significantly. Those families on the edge are going to have to put their extra dollars toward fuel bills, leaving little left over for the fast approaching holiday season. The agencies supported by the KECC are already working to help offset those costs, as well as planning for Thanksgiving and Christmas baskets and gifts for children across the state.



On October 4, Governor Paul Patton hosted the KECC halftime pep rally, where Cabinet and agency coordinators heard ECU Head Football Coach Roy Kidd spoke about the importance of teamwork. Pictured from left to right are Governor Patton, Coach Kidd, and Public Protection and Regulation Cabinet Secretary and KECC Chairman Ron McCloud.

You've shown how much you care about our citizens through the work you do for Kentucky, and I thank you for the effort you have put forth on behalf of the KECC. I look forward to celebrating our success with you in November!

Kentucky Parks Offers a Variety of Meeting Facilities



The food services staff at Kentucky State Parks stands ready to make dining one of the high points of any group's visit.

The peak meeting season is approaching. For the Kentucky State Parks System, fall and winter are busy times for conventions and small-group meetings. The clientele includes many state-government groups who have discovered that a Kentucky resort park is an ideal venue for a retreat or conference. The facilities are as varied as the parks themselves, with capacities ranging from a couple of dozen to more than 1,000. In short, if you have a group, we have a park that can handle it.

If you are an employee whose "other duties as assigned" include organizing state meetings, the Department of Parks has made that job a little easier. It will soon publish its first-ever meeting planning guide. It provides "one-stop shopping" for a meeting planner who wants to know a park conference center's capacity, room layout, supporting facilities and the like. The guide will be available later this year by calling 1-800-255-PARK.

The latest addition to Kentucky Parks' group facilities is a \$2.7 million conference center at General Butler SRP in Carrollton. The city is situated just off I-71 between Cincinnati and Louisville, making it ideally located for groups from both urban centers. It's also a short drive from Frankfort.

The new conference center seats 800 theatre style, and about half that total for banquets. The facility, which opened in January, offers full kitchen facilities. The center can handle three meetings simultaneously, and has done so several times in its first several months of operation. The park has 53 lodge rooms and 20 cottages.

For more information on Kentucky State Parks, call toll-free 1-800-255-PARK.

Upcoming Events...

November 8

The 4th Annual Governor's Diversity Day will be held at the Farnham Dudgeon Civic Center from 9:00 a.m.- 4:00 p.m. The goals are to provide students the opportunity to learn about careers within state government and to provide agencies an opportunity to recruit minorities, females, and persons with disabilities.

November 4 – 17

The North American International Livestock Exposition (NAILE) will be held at the Kentucky Fair and Exposition Center. This fourteen day event will feature the finest purebred livestock in our hemisphere. Last year, NAILE drew an attendance of 195,000 persons enjoying more than 140 shows, sales, breeders meetings, entertainment venues, and judging competitions.

November 4 – 11

The North American Championship Rodeo will be held at the Kentucky Fair and Exposition Center. To find out more about these events or other happenings at the Kentucky Fair and Exposition Center and the Kentucky International Convention Center, check out our web sites at www.kyfairexpo.org or www.kyconvention.org.

November 24 – December 9

Christmas Candlelight Tours - A Kentucky Tradition at My Old Kentucky Home SP. Fruit garlands, candlelight, elegant costumes, music, and refreshments illuminate Christmas traditions from long ago. Gift and decorating ideas in the Gift Shop.

December 8 – 9

Pioneer Christmas Candlelight Tours at the William Whitley House SHS. Visit the first brick house west of the Alleghenies beautifully decorated for the holidays. Traditional refreshments and period costumes create a holiday glow. For gift-giving, shop the park's gift shop, filled to the brim with Kentucky handcrafts. \$/Admission.

December 8 – 10

Candlelight Tours at White Hall SHS. Tour the mansion decorated for the holidays. Period costumes, music, and refreshments. Park gift shop features handcrafts. \$/Admission.

December 31

News Year's Eve Celebrations

Barren River Lake, Buckhorn Lake, Greenbo Lake, Kentucky Dam Village, Lake Barkley, Lake Cumberland, Pennyryle Forest and Rough River Dam State Resort Parks. Each resort offers a special package complete with dinner, dance, and a night's lodging. Call the park of your choice for information and reservations.

New Outreach Recruiting Program Puts Agencies in Spotlight

In conjunction with state agencies, the Personnel Cabinet has initiated a new Outreach Recruiting program entitled "Agency Spotlight." The first participant in this program was the Department of Corrections.

During the week of September 5 – 8, several uniformed and non-uniformed personnel from the Department of Corrections came to the Personnel Cabinet and set up a recruiting booth outside the Applicant Processing waiting room. A total of 321 applicants walked past the booth during the week, viewed the posters, and picked up materials. In addition, a total of 51 applicants were interviewed by members of the Corrections staff, and 44 of these were placed on registers for positions within the Department of Corrections where there was a critical need for personnel. Both the Personnel Cabinet and the Department of Corrections believe this program was successful in obtaining additional candidates for vacancies within the Department of Corrections.

Several other agencies, including the Department for Juvenile Justice, the Cabinet for Families and Children, and the Transportation Cabinet have signed up to participate in this new program.

Other agencies can participate in the program by contacting Stephany Ivers in the Department for Personnel Administration Commissioner's Office at 502/564-7571, or Lucy Karsner in the Deputy Commissioner of Personnel Administration's Office at 502/564-6920.

Treasury Managers Experience Disability Simulations

In order to better meet the needs of its customers and employees, on August 22, managers of the Office of the State Treasurer participated in a workshop on disability awareness. The Disability Awareness Training, conducted by the Personnel Cabinet and the Department for the Blind, affords participants an opportunity to experience what it might feel like to have a disability. Simulated experiences include dyslexia, mobility impairment, visual impairments, blindness, and cerebral palsy. In addition, employees learn how language, physical access, and attitudes can create barriers to equal opportunity for individuals with disabilities.

If you would like more information on Disability Awareness Training for your office, contact Tina Johnson in the Personnel Cabinet at (502) 564-3433 or Kim Kain in the Department for the Blind at (502) 564-4754.



Gwen Smith, Administrative Section Supervisor, Check Files, learns to use a wheelchair while Chuck Riddell, Personnel Cabinet, orients Joann Pensinger, Administrative Section Supervisor, Deposit Room, to the required signage for individuals who have visual impairments.

Supervisors Participate in Mock Training



Johnny Keene (far right) gives tips to agency managers on coaching employees during a mock evaluation training for the new Performance Evaluation System.

The Personnel Cabinet's Office of Performance Management recently invited 12 supervisors from various state agencies to participate in a "mock" evaluation training session to test the changes addressed by House Bill 763. Johnny Keene, Director, and Regina Gravitt of his staff conducted the training. Participants included: Benita Ford and Ricky Kriel of the Health Services Cabinet; Keith Smith and Dewayne Whitlock of the Natural Resources and Environmental Protection Cabinet; Lt. Julie Phillips and Sgt. Creighton Stephens of the Justice Cabinet; Elizabeth Eaton and Cheryl Douthitt of the Labor Cabinet; Gina Morris and Randell Hutcherson of the Transportation Cabinet; and Sharon Spencer and Betty Shropshire from the Personnel Cabinet.

The response to the training was excellent. Participants were given an overview of the new system and were trained on completing the new evaluation form and received tips on the "coaching and feedback" portion of the system. House Bill 763 will take effect on January 1, 2000. All supervisors will be trained on the new system.

Make Your Holiday Season Bright

Bah Humbug! It is almost that time of year again! You know, the season when we're all merry and bright! Yeah, right!

If the holidays are a stress filled time of the year for you, take just a few minutes now and plan a "less stressful" holiday season. In January you'll be glad you did. Plan? Plan what? Well,...

- **Budget.** How much can you afford to spend this year? Decide that now and then **STICK TO IT.** In January you'll be glad you did.
- **Time.** Will you be taking time off work? Spending time with family? Do you have enough leave for this? Do you want to do this? Make these decisions now, put in your leave requests ahead of time. In January you'll be glad you did.
- **Priorities.** If you can't do it all, which things are the most important? When it is all said and done, which things do you wish you'd said and done? Making those decisions ahead of time will ensure that you are doing what you really want. In January you'll be glad you did.

For many the holidays are difficult because of feelings of grief and loss. Depression rates go up at the holiday season. Help is available and easily accessible. The Kentucky Employee Assistance Program is available at 564-5788 or 1-800-445-5327, providing assessment and referral services for state government employees and their dependents.

Give the Gift of Life

Kentucky state government has been a good corporate citizen participating in the American Red Cross Blood Donation Campaign for longer than most of us have worked in state government. In the American Red Cross River Valley Region alone (which includes areas from Frankfort west), state employees donated 4,912 units of blood in the last fiscal year. Although these numbers make state government the largest corporate donor in the state, it only represents 5% of those state employees eligible to donate.

Donating blood is a great way to volunteer to help others throughout the year. Including the brief recovery period, in which you get a light snack to build up your energy, it takes less than one hour to give blood. First, prospective donors fill out a brief, confidential medical history. Next they have their temperature, blood pressure, pulse, and iron level checked. Then the actual donation takes about ten minutes for a pint of blood. The average adult's body contains about ten to twelve pints of blood, and twenty-four hours is all it takes for your body to replace the pint you donate.

No matter how many times a person gives blood in his/her lifetime, each unit of blood is sent to a lab to be tested every single time it is drawn to help ensure the safety of the blood supply. You cannot get AIDS or any other disease by donating blood. Each unit of blood can be processed into three main components (red cells, plasma, and platelets) and used to treat several patients.

Remember, by donating blood, the life you save may be your own. For more information about setting up blood donor centers in your area, call (800) GIVE LIFE.

Outside Employment or "Moonlighting"

Without the approval of the Executive Branch Ethics Commission, an executive branch employee is prohibited from accepting outside employment with any person or business that does business with or is regulated by the state agency for which the employee works. An appointing authority may not approve outside employment if the employee is involved as part of his official duty in matters pertaining to the outside employer for whom he wishes to work.

To determine what action you must take in order to obtain approval for such employment, contact the ethics officer for your agency. To determine the name of your ethics officer, you may contact the staff of the Executive Branch Ethics Commission at (502) 564-7954 or by e-mail at jlledford@ofmea.fi.state.ky.us.

No approval for your outside employment is needed if your outside employer does not do business with and is not regulated by the state agency for which you work.

To help educate the employees of your agency on provisions contained in the code of ethics, the staff of the Executive Branch Ethics Commission will provide up to a 3-hour class for your agency at no charge. These classes can be tailored to your specific agency, and include many "hands-on" activities. To schedule a class for your agency, contact Jo Ledford at (502) 564-7954, or by e-mail at jlledford@ofmea.fi.state.ky.us.

KCHR Celebrates 40 Years of Service

The Kentucky Commission on Human Rights (KCHR) celebrated its 40th anniversary on July 18 at the Louisville Gardens in Louisville, Kentucky. As part of this celebration, KCHR created the Kentucky Civil Rights Hall of Fame and commissioned Kentucky artist Garry Bibbs to design a sculpture that would showcase the first 22, as well as future inductees into the Civil Rights Hall of Fame. Over 600 people attended the evening ceremonies, which honored 80 legends in Kentucky's civil rights history. The event was video streamed live across the Internet and is archived for future viewing on the KCHR web site: www.state.ky.us/agencies2/kchr.



The Kentucky Civil Rights Hall of Fame Exhibit was unveiled July 18, 2000, with 22 inaugural inductees.

Speeches and proclamations came from all over the state and the country, honoring KCHR. Governor Paul Patton, Chair of the 40th Year Celebration, spoke to the audience via video and sent a proclamation presented by Marlene Helm, Secretary of Education, Arts and Humanities. Other elected officials that spoke included Attorney General Ben Chandler, III, Mayor of Louisville David Armstrong, and Dr. Otis Reed, representing County Judge Rebecca Jackson.

The 40th Anniversary Celebration event had numerous displays that presented an historical account of the 40-year history of KCHR. Along with various newsletters, photos, and documents, KCHR also created an historical timeline display that detailed by decades the history of the agency. Another exhibit developed by Garry Bibbs for KCHR was the sculpture for the Gallery of Great Black Kentuckians that showcases 25 African American Kentuckians who made an outstanding or significant contribution to the Commonwealth through their work.

Priscilla Johnson is the current chair of KCHR; Co-Chairs of the 40th Anniversary Committee were Howard O. Mann, Merrily Orsini, Charles Whitehead, and Anna Davis-Nall.



(Continued from page 1)



Peggy Barber and Paula Fallis accepted the Hammer Award for the Revenue Cabinet in Washington, D.C.

Through August 15, over 400,000 of nearly 1.8 million returns were filed electronically or by telephone. In its second year of offering TeleFile, Revenue received nearly 55,000 returns filed by phone. On-line filing, a new offering for the 1999 tax year, drew nearly 30,000 returns. With 25% of its returns being filed electronically or by phone, Kentucky ranked seventh in the nation in percentage of filers not using paper.

"These technological advancements in the filing of individual income tax returns fit well into Governor Patton's EMPOWER Kentucky initiatives to achieve operational efficiencies, cost reductions, and improved service delivery through new technology," said Secretary Haydon. "Filing electronically, via phone, or on-line allows taxpayers to receive refunds faster and eliminates manual processing of paper returns."

The Revenue Cabinet, in partnership with the Internal Revenue Service, began processing electronic returns in 1994. Filing by telephone began in 1999 while Internet filing began in 2000.

The Hammer Award is a special award given by the Vice President to people who have participated in a team effort that has contributed dramatically to improving the way government works. The award is presented by the Vice President and the National Partnership for Reinventing Government and is the answer to yesterday's government and its \$400 hammer. Fittingly, the award consists of a \$6 hammer, a ribbon, and a note from Vice President Gore, all in an aluminum frame. Revenue employees received the award, September 20, in a Washington D.C. ceremony at IRS headquarters.

Cabinet Comments...

Education, Arts & Humanities Cabinet

➤ ***Department of Education***

Gene Wilhoit, deputy commissioner of the Department of Education's Bureau of Learning Support Services, has been named Commissioner of Education by the Kentucky Board of Education. "The board is very pleased to announce Gene Wilhoit's selection," said Helen Mountjoy, chair of the board. "The search committee brought us three outstanding candidates, and we've chosen the one who, we believe, is the best match for helping Kentucky meet its goals in education."

"I am most grateful for this opportunity," said Wilhoit. "It is an awesome, exciting challenge. This state has made the long-term commitment to improving education, and I will carry on that commitment. We have moved beyond reform. This is now our system of education. We know where we are going, and the job now is to get us there. We know there are some immediate problems to address — dropout rates, minority student achievement, literacy for all students, technology, virtual learning opportunities, supporting teachers and administrators in their work, and engaging communities. I will meet with the board in September to review these and other priorities."



Gene Wilhoit

Wilhoit has served as executive director of the National Association of State Boards of Education and as chief state school officer for the Arkansas Department of Education.

➤ ***Department for Libraries & Archives***

James A. Nelson, State Librarian and Commissioner of the Kentucky Department for Libraries and Archives (KDLA), has announced the appointment of Charlene Davis as Director of State Library Services for KDLA. A key position at KDLA, the State Library Services director oversees library services to state government, library automation programs, and the department's collections and materials. The director is also responsible for KDLA's relationships with other library technology programs in the state. Davis had served as Technical Support Branch Manager for KDLA since 1982, and had represented the department in regional and national library technology efforts.

With more than two decades of professional library experience, Davis is known for her goal-oriented success record in project management and team building — particularly in statewide technology-based projects. Commissioner Nelson appointed her to serve as process owner for Governor Patton's EMPOWER Kentucky "Internet Access in Public Libraries" project, which was responsible for bringing public Internet access through all public library systems to the citizens of the Commonwealth. She further aided public library Internet access by acting as team leader for the Gates Library Foundation statewide grants, and also secured a three-year computer training lab grant for Kentucky's public libraries. Davis has also administered programs of the Kentucky Library Network (KLN), which brought resource-sharing and access to informational databases linking Kentucky libraries with international library holdings. She has served, as well, as the Kentucky Commonwealth Virtual Library's (KCVL) direct liaison with all public library and special library participants in the state.

In addition to her professional activities with EMPOWER Kentucky and KCVL, her professional memberships include the American Society for Information Science. She holds a B.A. in history from the University of Delaware, and a M.S. in library science from the University of Kentucky.

➤ ***Department for Libraries and Archives***

Find-It! Kentucky is a pilot initiative to establish a Government Information Locator Service, or GILS, for the Commonwealth of Kentucky. The Kentucky Department for Libraries and Archives is beginning a project, modeled on projects in Washington State, Rhode Island, Texas, and Illinois, to create a customer friendly gateway for finding government information on the web. The Natural Resources and Environmental Protection Cabinet will participate with KDLA in this pilot project to test the new technology for Kentucky. GILS searches state agency web sites and uses standardized metatags to greatly improve access to government information.

Staff of the Public Records and State Library Services divisions will lead the KDLA pilot. The pilot will involve testing the GILS model in Kentucky and include voluntary participation of selected state agencies. Selected web sites from agencies not participating in the pilot will be indexed by web crawlers during the project. This will allow comparison and analysis of retrieval success rates in resources with metatags and those without metatags. For more information call (502) 564-8300 or visit the web site at URL: <http://www.kdla.net>. (Continued on page 32)

Cabinet Comments (Continued from page 31)

Finance & Administration Cabinet

➤ ***Capital Plaza Operations***

The Farnham Dudgeon Civic Center in Frankfort has added a volley ball system to its sports hosting capabilities, and management aims to establish the arena as the premier tournament volleyball facility in central Kentucky. The additions will meet the national tournament volleyball requirements for various levels of high school and college play including NCAA Division 1, 2 and district, regional and state-level tournaments. The Senoh Volleyball System was added in August, and plans are evolving for the installation of a two-court system that includes high performance portable flooring and volleyball scoreboard system in time for the 2001 season. Volleyball season is traditionally between August and November and the Civic Center, which is under the auspices of the state Finance and Administration Cabinet, will make a proposal to host the 2001 KHSAA's state championships. For more information about the Farnham Dudgeon Civic Center or for scheduling information, contact Mike Cornette at 502-564-5335 between 8:00 a.m. and 4:30 p.m. EDT.

General Government

➤ ***Kentucky Commission on Women***

Governor Paul Patton has appointed Betsy Nowland-Curry of Lexington to serve as executive director of the Kentucky Commission on Women.

Since 1998, Nowland-Curry has served as the director of communications and training for EMPOWER Kentucky. She was named an outstanding Kentuckian in 1982 by former Governor Martha Layne Collins, Outstanding Young Woman of the Year of Lexington in 1981, Outstanding Business Woman of Frankfort in 1979, and Outstanding Young Woman of America in 1978. She's a graduate of Leadership Kentucky, Leadership Lexington, and the Kentucky Women's Leadership Network.

Nowland-Curry is a native of Kenton County and a graduate of the College of Social Professions at the University of Kentucky. She is married to Lexington businessman David Curry.



Betsy Nowland-Curry

Justice Cabinet

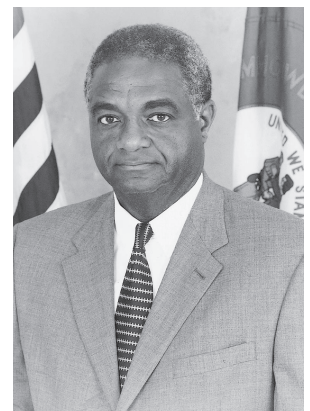
➤ ***Kentucky State Police***

A Louisville native and retired Army colonel was sworn in as Commissioner of the Kentucky State Police on August 31, 2000, after a yearlong, nationwide search. Ishmon Burks, Jr., had been executive vice president and chief operating officer of Spalding University in Louisville until his appointment as KSP Commissioner was announced. Commissioner Burks was chosen by Governor Paul Patton. Since his appointment, Commissioner Burks has established the Office of Strategic Planning, geared at charting a future course for the agency well into the 21st century.

Tourism Cabinet

➤ ***Kentucky Horse Park***

The Kentucky Horse Park announced on September 1 that Lisa Jackson has been named the new Director of Marketing and Public Relations. Jackson, formerly the Assistant Director of Public Relations, Marketing and Sales, replaces Nore Ghibaudy, who served as director for 14 years before joining the Louisville and Jefferson County Convention & Visitors Bureau. As her first professional position after graduating from the University of Kentucky with a B.B.A. in marketing, she also worked for the Kentucky Horse Park from 1991 to 1994 in the marketing department, as a public relations writer and event coordinator. Jackson has worked for M&A Companies, a San Diego marketing and consulting company, as Account Executive, and for the University of Louisville's development office. Most recently, she worked for four years for the Kentucky Fair & Expo Center, in Louisville, Kentucky, as Senior Event Coordinator.



Ishmon Burks, Jr.